

State of Montana
Department of Public Health and Human Services
PO Box 4210 Helena, MT 59604

VACANCY ANNOUNCEMENT

March 12, 2008

5 PAGE DOCUMENT

TITLE:	Child Support Investigator
POSITION:	05138
LOCATION:	Child Support Enforcement Division, Butte
STATUS:	Full-Time/Permanent
UNION:	MEA/MFT
PAY GRADE:	Pay Plan 20, Pay Band 6
STARTING SALARY:	\$34,590 annually is entry-level salary
SUPPLEMENT:	Yes

APPLICATION DEADLINE: State of Montana Applications can be submitted to any local Job Service or Human Resources - DPHHS, PO Box 4210 (111 Sanders, Room 202), Helena, MT. Applications may also be emailed to hhsea@mt.gov or faxed (406) 444-0262. Applications must be received or postmarked if mailed no later than **5:00 p.m., Wednesday, March 26, 2008.** For further information visit the DPHHS website: www.dphhs.mt.gov/jobs

SPECIAL INFORMATION: A typing test is required to observe typing skills and is due at time of application. 40 wpm is preferred but not required. Must contact Job Service for information.

TYPICAL DUTIES: This position gathers information to establish and enforce child support and medical support obligations; receives and evaluates documentation for support enforcement services; identifies the location of obligor and witnesses; negotiates for paternity genetic testing and payment of support; interviews and prepares parties for administrative hearings; evaluates case information necessary to proceed with proper activity; prepares and presents state's evidence and testifies as primary witness in contested actions in accordance with applicable statutes and regulations; and uses child support guidelines to calculate obligations. Extensive use of computers and interfacing with other automated databases. Responds to a large volume of written and telephone requests about case statutes, policy and procedure, and laws and regulations. Utilizes various approaches and problem resolution procedures individual to each case; and maintains flexibility when dealing with required performance goals and objectives. This is an office related position performing the above duties within the office area on the computer and telephone. It does not involve investigative work outside of the office.

KNOWLEDGE, SKILLS AND ABILITIES (COMPETENCIES) DESIRED:

AN EQUAL OPPORTUNITY EMPLOYER

Knowledge: Knowledge of computer operations; judicial procedures, and administrative enforcement processes, including due process; journal entry and accounting principles; investigative and mediation theory; and understanding of state and federal laws and regulations pertaining to family law.

Skills: Skill in analyzing and research including mediation and dispute resolution techniques, negotiation and problem solving methodologies; and being clear and concise in oral and written communication.

Abilities: Ability to establish and maintain working relationships with all parties; maintain neutrality, integrity and professional demeanor when parties may be argumentative, contentious and uncooperative; facilitate satisfactory final conclusions; be responsive, creative, sensible, credible, confident, tactful, timely and adaptable to frequent change; handle a demanding workload with required performance goals; handle and maintain confidential information; and track accounting entries including routine and complex business, asset, and financial transactions.

EDUCATION/EXPERIENCE REQUIRED: Bachelor's degree in accounting, business administration, sociology, criminal justice, political science or related field **AND** one year of general investigative, child support or other collections experience. Child Support experience is preferred. Four years of general investigative, child support technical accounting payments or other collections experience may substitute for the education requirement. Other equivalent combinations of education and experience will be considered.

APPLICATION AND SELECTION PROCESS: This position is being advertised outside the agency and in-house applicants must compete with the outside applicant pool. Interested persons must submit the following prior to the closing date to be considered:

1. Signed state application (PD-25, Rev. 5/03 or later);
2. Applicants claiming the Veteran's or Disabled Persons Employment Preference (see state of Montana Employment Application, PD-25) must provide verification of eligibility with the application materials. The required documentation includes a DD-214 or PHHS Certification of Disability form.
3. Photocopy of transcripts for any course work at a college or technical school. **If applicant has difficulty obtaining transcripts, you will be given a five-day grace period to submit them to our office after the closing date to: HUMAN RESOURCES, PO Box 4210, Helena, MT 59604;**
4. A typing test is required to observe typing skills. Must contact Job Service for information; and

5. Supplement questions.

Applications will be rejected for late, incomplete or unsigned application materials.

COMPENSATION: Eligible state employees are also provided paid health, dental, vision and life insurance. Other benefits include a deferred compensation program, public employees retirement system, annual leave, sick leave, paid holidays and up to 15 days military leave with full pay.

IMMIGRATION REFORM AND CONTROL ACT: In accordance with the Immigration Reform and Control Act, the person selected must produce **within three (3) days of hire**, documentation that he/she is authorized to work in the United States. Examples of such documentation include a birth certificate or social security card along with a driver's license or other picture I.D., a U.S. passport or a green card.

REASONABLE ACCOMMODATIONS: Under state and federal law, qualified applicants with disabilities are entitled to reasonable accommodations. Modifications or adjustments may be provided to assist applicants to compete in the recruitment and selection process, to perform the essential duties of the job or to enjoy equal benefits and privileges of employment available to other employees. Alternative accessible formats of this document will be provided upon request. An applicant must request an accommodation when needed. If you need any such accommodation, contact Human Resources at 444-3136 as soon as possible to allow time to make needed arrangements.

SELECTIVE SERVICE COMPLIANCE CERTIFICATION: All male applicants (born on or after January 1, 1960) must complete a copy of 'Statement of Selective Service Registration Status' if offered a position with the State of Montana, unless they meet certain exemptions under Selective Service law. If you are required to register, but fail to do so, you are not eligible for employment with the State of Montana.

SUPPLEMENT QUESTIONS

Department of Public Health and Human Services

Title: Child Support Investigator

Position #: 05138

Location: Child Support Enforcement Division, Butte

This supplement will be reviewed separately from the state application you submitted, and it will become a further basis for our evaluation of candidates. Your responses to these supplemental questions must be printed clearly or typed on standard 8.5 x 11 inch paper. Each response should be clear, concise and numbered. Since your responses will be reviewed separately from your state application, please repeat any information that may appear on it or your resume rather than writing 'see my resume or application.'

QUESTIONS

NOTE: Answers to the following questions must be specific as to dates and employers. If this supplement is used as a screening tool, some answers may be rated based on months or years of experience. Reference will not be made back to your state application or resume.

1. Please explain, in detail, your experience with bookkeeping, accounting and/or collection of past due debts.
2. Please explain, in detail, the computer experience you possess. Be sure to include the different word processing, spreadsheet and database programs that you are familiar with.